

Paulette Melchiori

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Professional Summary

Versatile and adaptable Software Engineer with 7+ years of experience across Back-end, Front-end, Risk Engineering, and Cloud-based systems. Known for thriving in diverse environments — from Mainframe to modern cloud-native development — with a proven track record of quickly mastering new technologies, collaborating across teams, and delivering high-impact solutions.

- Cloud & DevOps: Hands-on experience with AWS (CI/CD, Disaster Recovery, CLI, SonarQube, Checkmarx), Azure (deployment setup, pre-prod validation), and Infor CloudSuite M3 Data Lake integrations. Strong in designing and maintaining CI/CD pipelines, enforcing quality/security gates, and supporting cloud migration initiatives.
- Methodologies: Agile/Scrum, Waterfall, Kanban
- Front-end: React & Redux with TypeScript/JavaScript; REST and GraphQL integration; Docker containerization; ASP.NET (4.5.1–4.7.2) enterprise portal collaboration to improve customer and internal experiences.
- Back-end: C# with .NET Core 8 for scalable API development (REST/GraphQL); SQL Server with complex T-SQL stored procedures and SQL jobs powering business-critical flows (orders, returns, promotions); high-volume SOAP/RESTful services managed with Apigee and Tyk; legacy systems in PL/I and JCL for financial and transaction processing.
- Automation & Scripting: Python, Bash, and PowerShell for development, automation, and data analysis workflows.
- Architecture & Documentation: Created technical architecture for new systems; authored clear documentation, diagrams, and support materials for scalable development and knowledge transfer.
- Leadership & Mentoring: Acted as project lead, coordinated with contractors, and mentored new developers to accelerate onboarding and team performance.

Professional Experience

Certco, Inc.

February 2025 – October 2025

Full Stack Web Developer, Customer Experience Portals

- Architected and developed a .NET Core 8 Data Access Layer interfacing with Infor CloudSuite M3 Data Lake, using EF Core LINQ, SQL Views, and REST APIs to support both existing ASP.NET portals and future-state React portals via REST and GraphQL.
- Led engineering planning and architecture for future-state portals and data integrations; defined technical requirements for contractors and directed deployment strategies.
- Administered and developed legacy ASP.NET portals (Frameworks 4.5.1–4.7.2), including successful migrations to 4.7.2, resulting in improved performance and system stability.
- Collaborated on Azure setup and configuration for portal deployments and services; supported cloud migration planning and performed pre-production environment validation.
- Maintained and optimized complex T-SQL stored procedures and SQL Server jobs, ensuring stability across critical revenue workflows (orders, returns, promotions).
- Designed and implemented a reflexive configuration system, adapting insurance-based logic for grocery distribution, enabling non-technical users to manage configurations and reducing long-term technical debt.
- Created and integrated Python, Bash, and PowerShell scripts for data transformation, CI automation, and local development environments — improving dev/test velocity and repeatability.
- Acted as primary portal support developer for feature requests, bug fixes, and incident management, authored documentation for root cause analysis and knowledge sharing.
- Worked cross-functionally with product owners and business stakeholders to revise and enforce business rules, ensuring accurate data automation and system interoperability.

Northwestern Mutual

July 2018 – February 2025

Software Engineer III, Customer Experience

- Developed and maintained a modern insurance single-page application using React-Redux, Node.js, TypeScript, JavaScript, REST APIs, and GraphQL, enhancing user experience and maintainability.
- Deployed web applications to AWS cloud environments and collaborated with DevOps to debug CI/CD pipeline issues, improving deployment efficiency and release stability.

- Utilized AWS CLI for managing cloud resources during deployments and troubleshooting, contributing to environment setup and automation tasks.
- Sole technical documenter for logging key development processes related to scalability, including the Reflexive Configuration system to reduce testing and dev time.
- Provided on-call support via ServiceNow for production incidents and application outages, ensuring timely resolution and root-cause analysis.

Software Engineer II & Risk Engineer, Billing & Payments

- Expanded responsibilities in Risk Engineering by implementing RMF and ATO protocols throughout the SDLC, delivering two middleware RESTful APIs that bridged AWS cloud infrastructure with legacy mainframe systems.
- Served as lead engineer for over 50 SOAP and RESTful web services; built and documented complementary REST APIs to support seamless integration by external teams into their frontend applications.
- Led modernization efforts by integrating Disaster Recovery (DR) solutions for AWS-hosted microservices and middleware applications, ensuring system resilience and adherence to RTO/RPO targets.
- Integrated SonarQube and Checkmarx into CI/CD pipelines for all Billing & Payments systems deployed in AWS, enhancing code quality, vulnerability scanning, and compliance across development teams.
- Continued development and support for legacy batch and application systems (PL/I, SAS, JCL), while proactively identifying and remediating risks related to PII exposure, encryption, data retention, and data destruction processes.

Associate Engineer & Risk Engineer, Billing & Payments

- Developed Billing and Payments RESTful driver application and led the migration from SOAP UI to RESTful web services and APIs in Mainframe.
- Conducted routine risk analysis and assessments, developed improvement plans, and established cohesive relationships between Standard Owners and development team to ensure continuous progression of projects.
- Developer and provided support for the Billing and Payments batch and application systems, designing and implementing solutions for new features and incidents in PL/I and SAS as well as JCL job creation and management.

Education

UW-Whitewater

2014-2018

Bachelor of Science, Computer Science (Comprehensive). Primary Focus: Java, JavaScript, Web Development